



April 18, 2014

IOWA BULLETIN NO. IA230-14-1

SUBJECT: EOP – EMPLOYEE LANGUAGE SKILLS RESOURCE LIST

ACTION REQUIRED BY: MAY 16, 2014

PURPOSE. To update an Employee Language Skills Resource List to serve as an updated tool for improved communication with non-English speaking or hearing impaired customers.

EXPIRATION DATE. September 30, 2015

To better serve our customers, the Civil Rights Advisory Committee (CRAC) is requesting the Iowa Natural Resources Conservation Service (NRCS) and partner employees to inform us if you have language skills beyond English, including sign language. The CRAC will update an Employee Language Skills Resource List for use as a reference for Iowa NRCS and partner staff. It will be placed on the Iowa NRCS website and Iowa SharePoint. The list will serve internally as a resource of individuals who have the ability and are willing to assist in translation and/or interpretation. This could include talking with a non-English speaking customer to explain NRCS assistance and programs or translating simple documents to allow the NRCS to better assist non-English speaking customers and potential customers.

If you possess second (third or fourth) language ability and are willing to share your skills, please respond via email to Renae Nicholson, Hispanic Emphasis Program Manager, at renae.nicholson@ia.usda.gov by May 16, 2014. Please include your name, office location, office telephone number, language(s) you can interpret and language(s) you can translate. Questions may also be addressed to Ms. Nicholson at the email address shown above or at 712-276-4648 ext 107.

/s/Jay T. Mar
State Conservationist

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Non-Federal Partners/Volunteers